Table 10A

Processing Time of Complaints Concluded

TIME \ YEAR	1999-2000	2000-01	2001-02 ($10^1/_2$ months)	2002-03	**2003-04**
Less than 1 month	44.7%	56.5%	53.7%	59.2%	**56.4%**
1 – 3 months	23.2%	20.5%	18.3%	15.1%	**14.8%**
3 – 6 months	26.6%	20.5%	22.6%	24.0%	**27.0%**
6 – 9 months	4.3%	1.7%	2.1%	0.9%	**1.0%**
9 – 12 months	0.9%	0.6%	0.9%	0.3%	**0.4%**
More than 12 months	0.3%	0.2%	2.4%	0.5%	**0.4%**
Total	**3,411**	**3,476**	**3,790**	**4,370**	**4,345**